ORDER FOR SUPPLIES OR SERVICES

PAGE 1 OF 5

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER: 01 Jul 2009	2. CONTRACT NO. (if any): QA133005CQ1035
3. ORDER NO.: 41	4. REQUISITION/REFERENCE NO.: NWWG9501-9-19292

5. ISSUING OFFICE Address correspondence to: WG950201
NATIONAL DATA BUOY CENTER
BUILDING 1007
STENNIS SPACE CENTER, MS 39529

KURT C.WEILBAECHER 228-688-2825

7. TO: 00004157 TIN: 953630868

a. NAME OF CONTRACTOR: SCIENCE APPLICATIONS DUNS: 148095086

b. COMPANY NAME

c. STREET ADDRESS: 10260 CAMPUS POINT DRIVE
MAIL STOP G2

d. CITY SAN DIEGO | e. STATE CA | f. ZIP 921211578

6. SHIP TO: WG953023
a. NAME OF CONSIGNEE: NATIONAL DATA BUOY CENTER
b. STREET ADDRESS: RESOURCES BRANCH /W/OPS53
BUILDING 1100
c. CITY: STENNIS SPACE CENTER | d. STATE: MS | e. ZIP CODE: 39529-6000
f. SHIP VIA

8. TYPE OF ORDER

[ ] a. PURCHASE — REFERENCE YOUR: Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated.

[X] b. DELIVERY — Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.

9. ACCOUNTING AND APPROPRIATION: See Attached Schedule
BOC:
OBLIGATED AMT: $115,937.97

10. REQUISITIONING OFFICE: NOAA - NWS

11. BUSINESS CLASSIFICATION (Check appropriate box(es))
[ ] a. Small [X] b. Other than small [ ] c. Disadvantaged [ ] d. Women-owned [ ] e. HUBZone [ ] f. Emerging small business [ ] g. Service-disabled veteran-owned

12. F.O.B. POINT	14. GOVERNMENT B/L NO.	15. DELIVER TO F.O.B. POINT ON OR BEFORE	16. DISCOUNT TERMS
DESTINATION		31 Dec 2010	00.00% 0 Days Net 30

13. PLACE OF

a. INSPECTION	b. ACCEPTANCE

17. SCHEDULE (See reverse for Rejections)

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QTY ACCEPT. (g)

SEE BILLING INSTRUCTIONS ON REVERSE

18. SHIPPING POINT | 19. GROSS SHIPPING WEIGHT | 20. INVOICE NO.

21. MAIL INVOICE TO:
a. NAME: NATIONAL DATA BUOY CENTER
b. STREET ADDRESS (or P.O. Box): BUILDING 1007
c. CITY: STENNIS SPACE CENTER | d. STATE: MS | e. ZIP CODE: 39529

17(h) TOTAL (Cont. pages)

US$ 115,937.97

17(i) GRAND TOTAL

22. UNITED STATES OF AMERICA BY (Signature): Jeanette Spreemann

23. NAME (Typed): JEANETTE SPREEMANN 301-713-0820 141
(TITLE CONTRACTING/ORDERING OFFICER)

OPTIONAL FORM 347 (REV. 4/2006)
Prescribed by GSA/FAR 48 CFR 53.213(f)

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DATE OF ORDER	CONTRACT NO. *(if any)*	ORDER NO.
01 Jul 2009	OA133005CO1035	0041

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QTY ACCEPT. (g)
	BASE PERIOD: 07/01/2009 - 06/30/2010 (CLINS 0001 - 0003)					
0001	OSMC LABOR (FFP INCLUSIVE OF MIN FEE) FUNDED THROUGH 06/30/2010 Accounting and Appropriation Data: 14.09.G8R1AD1.P01.0089.030106013.2006000 095010000.25130000.000000 $ 110,041.16	1	JB	110,041.16	110,041.16	
0002	LABOR FEE (TARGET) FUNDED THROUGH 06/30/2010 Accounting and Appropriation Data: 14.09.G8R1AD1.P01.0089.030106013.2006000 095010000.25130000.000000 [redacted]	1	JB	[redacted]	[redacted]	
0003	ODCs (COST PLUS FIXED-FEE INCLUSIVE OF FEE) FUNDED THROUGH 06/30/2010 Accounting and Appropriation Data: 14.09.G8R1AD1.P01.0089.030106013.2006000 095010000.25130000.000000 $ 2,490.77	1	JB	2,490.77	2,490.77	
	OPTION PERIOD: 07/01/2010 - 12/31/2010 (CLINS 0004 - 0006)					
0004	OSMC LABOR (FFP INCLUSIVE OF MIN FEE)	0	EA	0.00	0.00	
0005	LABOR FEE (TARGET)	0	EA	0.00	0.00	
0006	ODCs (COST PLUS FIXED-FEE INCLUSIVE OF FEE)	0	EA	0.00	0.00	

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

DATE OF ORDER	CONTRACT NO. *(if any)*	ORDER NO.
01 Jul 2009	QA133005CQ1035	0041

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QTY ACCEPT. (g)
	The Technical Management Plan (TMP-38), version 1, dated 7/1/2009, is hereby attached and incorporated into this Task Order					
	General Conditions for Award:					
	1. The Government will receive consideration from the contractor for any vacancy that exceeds 30 days.					
	2. All training, travel, and other direct costs will be approved in advance by the COTR. Such approval will be submitted with the invoice for processing.					
	3. SAIC affirms that none of the employees of this FFP Task Order #38 are proposed on any other CPFF Task Orders. Any change to this condition will require the Contracting Officer's approval.					
	The following contract clauses are herby incorporated into this task order:					
	52.217-8 Option to Extend Services. (Nov 1999)					
	The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 30 calendar days.					

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DATE OF ORDER	CONTRACT NO. *(if any)*	ORDER NO.
01 Jul 2009	QA133005CQ1035	0041

ITEM NO. (a)	SUPPLIES OR SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QTY ACCEPT. (g)

52.217-9 Option to Extend the Term of the Contract. (Mar 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 calendar days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 60 calendar days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed 18 months.

BONNIE BARNUM
SAIC CONTRACTS REPRESENTATIVE

Title of Task Order:	NDBC Ocean Observing System (NOOS) Information Technology (IT) and NDBC Office Automation (OA)Task
NDBC Branch:	OPS 51 Data Management and Communications Branch
Performance Period:	Jul1, 2009 – June 30, 2010 Option 1: July 1, 2010 – December 31, 2010
Task Order Type:	FFP or CPFF
Purpose: (How this TO relates to NDBC's Mission or What Problem needs to be solved)	Ensures that high-quality atmospheric and oceanographic observations are delivered to customers by maintaining the networks, databases, hardware, software and tools necessary to support the NOOS.
Background:	NDBC manages the operations, and maintenance of the NOOS which consists of a network of environment monitoring platforms in the deep ocean and coastal regions that reliably provide accurate data for the NWS and other users. The NDBC IT capabilities are a core component of NDBC business activities related to the NOOS. The existing IT environment at NDBC represents a mix of people, state-of-the-market hardware and software designed to provide uninterrupted delivery of data to the Global Telecommunications System (GTS). Other customers of this data include the NOAA archive centers, the general public, researchers, tsunami warning centers, the U.S. Coast Guard, and many reimbursable customers and partners. This IT investment requires technical support services and technology refreshment support to perform ongoing maintenance and life cycle management of the NDBC IT environment and to accomplish shore-side processing of marine observation data. NDBC computers perform data acquisition, processing, automated quality assurance, and dissemination in real time and via history data files available for Internet access and download. Web servers provide continuous real-time information from all marine observing stations, as well as other relevant information directly to the public. Database servers store the operational station data, VOS ship program information, the meteorological and oceanographic observations received and disseminated, and the information required to manage all station equipment and configuration parameters, as well as the logistics, inventory, station reliability, and financial management needs of NDBC. Office automation and data access capabilities are provided by a series of networked servers delivering services across a local area network.

Scope of Effort:	To support the continuous operations, maintenance and system administration of all shore-side IT components. These multiple components each consist of a varied mix of hardware, software applications, telecommunications, and commercial products directly supporting the collection, processing, quality control, and dissemination of observation data. a. To support existing NOOS IT systems effectively and efficiently. b. To integrate current projects efficiently and effectively into the NOOS IT. c. To recommend/plan NOOS IT infrastructure enhancements d. To ensure all required internal and external data interfaces are monitored, supported and maintained in real-time. e. To effectively and efficiently operate and maintain the NDBC Office Automation and Help Desk: The NDBC Office Automation and Help Desk supports: a. Approximately 2,800 Help Desk calls (annually) b. Approximately 250 seats c. Approximately 250 E-Mail/Calendar users

Tasks:	Specific tasks to be performed for this task order are identified in the following sections. All IT tasks performed shall be in compliance with Office of Management and Budget (OMB), Department of Commerce (DOC), NOAA, NWS, and NDBC IT guidance, regulations, policies and laws. Applicable IT policies and guidance can be found at the following web sites. ▪ NWS CIO Policy – http://www.weather.gov/cio/policy/policy.htm ▪ NWS Directives - http://www.nws.noaa.gov/directives/ ▪ NOAA Policy and Guidance - https://www.csp.noaa.gov/policies/index.html ▪ DOC Policy and Guidance – http://www.osec.doc.gov

- DOC IT Management Handbook (revision in work as of May 2005) – http://www.osec.doc.gov/cio/ITSIT/DOC-IT-Secruity-Program-Policy.htm

- OMB Circulars – http://www.whitehouse.gov/omb/circulars/

1. IT PROJECT PLANNING AND MANAGEMENT

Contractor shall provide project management and general business operations support for this task order per the guidance of NWS Directive NDS 80-6 Research and Analysis for Improving Operations and Services and subdirective NDS 80-602 Operational Development Project Plan .

Specifically, the contractor should:

a. Deliver reliable IT products and services within agreed upon cost estimates and schedules.

b. Perform short- and long-term NOOS IT planning to ensure that the government's IT support capabilities meet the near and long-term shore-side processing requirements in a timely, effective, and cost efficient manner.

c. Develop and maintain Plan of Action and Milestones (POA&Ms) for on-going maintenance and support activities. The POA&Ms will address applicable milestones and deliverables related to Request Tickets (RTs), release cycles and deliverables.

d. Prepare and present briefings, presentations, progress reviews, design reviews and demonstrations as required by the government. Daily (weekday) IT status briefs will be given at 8:00 am during the DAC Status brief.

e. Monitor IT project execution, identify deviations from the project baseline, isolate causes of performance problems, and offer recommendations for risk mitigation.

f. Provide planning estimates/proposals and impact statements for modifications to present systems and new projects. Estimates and proposals will be requested through RTs and new task orders. Planning estimates/proposals, when requested, shall include, at a minimum:

i. The identification of all major tasks required to develop and implement the task order.

ii. Estimated cost required to complete each task.

iii. Hardware specifications required to support implementation of the new project or system modification.

iv. Plan Of Action &Milestones (POA&M).

g. Provide weekly technical status report describing progress, problem areas and recommended resolutions.

2. CONFIGURATION MANAGEMENT (CM) AND DOCUMENTATION

The contractor shall implement and provide a managed and controlled environment to ensure the integrity of NOOS IT. The contractor should take a lead role in implementing CM for NOOS IT. This CM function should include tracking RTs, preparing priority recommendations and coordinating the recommendations with the NDBC Information Systems Review Board (ISRB), Configuration Control Board (CCB), and Government NOOS IT Representative.

a. Ensure that software development and IT operations/ management processes, when refined or newly established, are consistent with NDBC IT systems achieving Level II in the Capability Maturity Model or the Capability Maturity Model Integration (CMMI) Software Engineering model's equivalent.

b. Serve as the lead role in the NDBC Information Systems Review Board (ISRB).

c. Establish, document, and implement configuration management processes and procedures consistent with the NDBC Configuration Management Plan and accepted industry standards and best practices.

d. Log, review and track all change proposals using the RT system or a replacement change tracking tool that has been approved by the government.

e. Prepare and submit recommendations on the scheduling of TR completion and implementation for the task order period.

f. Store all production software products in a CM repository and provide support for the Configuration Management process. This process includes identifying all entities to be controlled and establishing levels of control each entity must pass through.

g. Establish, document, and maintain hardware and software baselines for all components of the NOOS IT infrastructure.

h. Store all documentation online in a repository accessible by the government IT staff.

i. Create, maintain, update and distribute accurate and current versions of applicable documentation identified in NWSI 80-602 Appendix B.

3. **IT SECURITY**

Maintain a secure IT environment and perform security-related tasks in accordance with all applicable DOC, NOAA, NWS, NDBC IT security policies and guidance. NWS IT security requirements can be found on the NWS Directives System, http://www.nws.noaa.gov/directives/060/060.htm . Additional NOAA guidance and policies, regulations, and laws can be found on the NOAA Office of the CIO/HPCC – IT Security Office web site at https://www.csp.noaa.gov/ .

Perform all IT security activities required to acquire and maintain IT Security Certification and Accreditation.

Ensure that NDBC is able to obtain IT Certification and Accreditation (C&A) per the NWS/NOAA schedule. The resulting documentation and procedures must be auditable by external organizations to ensure full compliance.

Maintain knowledge on the following FIPS/NIST documentation in order to support the C&A process: FIPS 199, NIST SP 800-12, NIST SP 800-18, NIST SP 800-26, NIST SP 800-30, NIST SP 800-36, NIST SP 800-37, NIST SP 800-50, NIST SP 800-53, NIST SP 800-60, NIST SP 800-63, NIST SP 800-64.

4. PRODUCTION SUPPORT AND SYSTEM OPERATIONS

Provide the support necessary to perform NOOS IT day-to-day business related to systems operations, IT Security, database integrity, external interfaces, web site updates and operations, and other support, as needed.

a. Implement, operate and maintain the NDBC HW/SW platforms and systems supporting the NOOS.

b. Perform research and analysis on problems and deficiencies with all production systems and take corrective actions as needed to resolve problems and restore data integrity.

c. Monitor all systems, hardware platforms, and telecommunications that support processing NOOS IT data on a 24 hour x 7 day basis to identify and resolve problems and data disruptions.

d. Analyze rejected data received through the system interfaces and develop recommendations for corrective action.

e. Perform monthly archiving of the observation data and make the archive files available on the web, FTP, and DODS/OpenDAPS servers.

f. Perform all system administration functions including daily, weekly, and monthly backups of all systems, data files and databases, and servers.

g. Maintain the backups in a secure location to facilitate restoration from the backups when needed to restore capability.

h. Support NDBC's data quality assurance activities by providing automated quality checks in real-time and data products to support quality checking and correcting processes of the data quality analysts.

i. Perform life cycle management of all IT equipment, hardware and software, supporting NDBC shore-side processing of observations.

j. Provide MODEM software and user documentation distribution support including duplication, packaging, and dissemination of the MODEM software and accompanying documentation.

k. Prepare periodic and "as requested" VOS data and program performance reports.

l. Coordinate requirements with the NDBC VOS Program Leads to update database field requirements and report designs to include, but not limited to, the WMO Pub 47 data fields.

m. Maintain and report transaction volume statistics on a daily, weekly, monthly, and annual basis for incoming and disseminated observations and transactions from and to all input and output sources and all user traffic and web activity.

n. Maintain history of real-time station performance statistics and support DQA creation of all station performance and statistical reports required for mandated reporting to NWS by providing the real-time statistics input in a timely manner.

o. Document and maintain operations plans, procedures, schedules, and reports.

p. Inform the NDBC IT government lead, the Data Acquisition Center government lead, and NDBC management team and the impacted contract support personnel five days in advance of scheduled IT outages or within thirty minutes when unexpected outages have occurred.

q. After the NOOS IT has resumed normal processing, notify the personnel (notified of outage) that processing has been restored and ensure that all outstanding observation data is processed promptly.

5. DESKTOP AND OFFICE AUTOMATION SUPPORT

The Contractor shall perform technical, administrative and training services. Specifically, the Contractor shall:

a. Perform test and evaluation of software, computer equipment and telecommunications equipment to determine suitability for use on networks operated or used by NDBC.

b. Perform acceptance testing of newly received equipment and software and provide updated IT architecture drawing and configuration documentation.

c. Install, configure, maintain and troubleshoot end user workstation components including LAN, WAN access, hardware and software.

d. Conduct local and remote training on supported and utilized products as directed by RT.

e. Maintain current versions of NOAA, NWS, and NDBC identified virus software.

f. Perform feasibility and risk analysis / evaluation of PC-based hardware and software and provide technical guidance.

g. Prepare and implement workstation system configuration standards and documentation, and perform quality assurance on supported workstations.

h. Provide Administration of Operating Systems (OS) Passwords for all platforms requiring such, as directed.

i. Support desktop configurations used by the NDBC and NTSC staff. Support will include system configuration, trouble shooting, software and hardware installations, repairs, software and hardware upgrades, and technical guidance to end user.

j. Support NDBC business processes by providing support for desktop and laptop systems, office automation tools, file repositories, and connectivity between the internal and external NDBC workgroups to facilitate communications between workgroups and to support all business activities performed by the workgroups.

k. Provide logistics and warehousing support for IT equipment and supplies as required for this task order.

6. CUSTOMER SUPPORT CENTER (HELP DESK)

The Contractor shall provide a centralized customer support center. The Customer Support Center will serve as point of contact for internal and external user problem resolution, information, and

service requests for this task order.

a. Provide a centralized Help Desk to ensure that technical assistance is available Monday through Friday, 7:00 a.m. to 6:00 p.m, Central Time.

b. Training on new systems and capabilities.

c. Provide expertise in resolving trouble reports entered by the Help Desk into a Trouble Ticket (TT) system.

d. The NDBC help desk shall receive calls from VOS program personnel (20-30 people) for help with VOS on-line services and communications problems. The VOS Program Lead shall provide the contractor with procedures for handling calls about VOS communication problems.

e. Collect data pertinent to customer problems and requests and serve as the point of contact for user problem resolution, information, and service requests.

f. Assist in the development, implementation and maintenance of automated Help Desk procedures to improve the overall help desk support.

g. Provide technical support and user assistance for the standard office automation (OA) software of a word processor, spreadsheet, and a presentation program, e-mail, calendar, and document management for users across the enterprise.

h. Provide technical support for administrative applications such as project management and Travel Manager; business and financial systems such as Data Buoy Financial Management System (DBFMS), Financial Analysis and Commitments Tracking System (FACTS), Commerce Administrative Management System (CAMS), Commerce Standard Acquisition and Reporting System (CSTARS), Time and Attendance (T&A), National Aeronautics and Space Administration's (NASA's) Stennis Work Request (SWR) system, etc.; and the web browser applications and dial-up communications software for accessing such systems remotely.

i. Provide weekly statistical reports on customer calls and problem resolutions.

j. Maintain a historical database of customer calls which includes information describing the customer, the problem reported, and the resolution.

k. Help desk tickets should be prioritized according to the following parameters:

a. Level 1 Calls – within 4 hours

- Real Time Processing; Web Data Storage; Web Servers; VIP Desktops
- Desktops that provide mission critical watch standing

b. Level 2 Calls – within 8 hours

- Applications Servers; File Servers; Secondary Domain Controllers; Managerial Desktops; Laptops;
- PCs that have a critical function to perform in support of NDBC's mission
- PCs that are unusable inhibiting the employee from performing their duty

c. Level 3 Calls – within 16 hours

- Backup FTP servers
- PCs where the problem is not effecting employees day to day routine

d. Level 4 Calls – within 24 hours

- Test Servers; WX data collection system
- PCs where the issue is a desired validated upgrade or feature enhancement

7. SOFTWARE DEVELOPMENT AND MAINTENANCE

Software development and maintenance activities shall ensure the integrity of observation data and provide reliable, timely products and services which meet or exceed the NDBC customers requirements. The required tasks shall be performed in accordance with the following directives and subdirectives.

- NDS 80-3 Systems Engineering - http://www.nws.noaa.gov/directives/080/pd08003a.pdf
- NDS 80-303 Systems Engineering for New Development- http://www.nws.noaa.gov/directives/080/pd08003003a.pdf
- NDS 80-304 Software Development - http://www.nws.noaa.gov/directives/080/pd08003004a.pdf

	▪ NDS 80-305 Test and Evaluation - http://www.nws.noaa.gov/directives/080/pd08003005a.pdf a. Provide analysis, design, software development, documentation, testing, and deployment of modifications and new development necessary to support the following: i. System integration of new NOOS IT capabilities and data such as, but not limited to, new measurement types, sources of data, data dissemination channels, and new technologies. ii. Technology refreshments of deployed observing network components that effect changes in the message format, content, transmission format or transmission frequency of the observations input into the real-time processing. iii. System Integration of other enhancements or new features added to existing NOOS IT functionality. iv. Deficiency corrections. b. Provide problem identification and resolution, requirements collection, system analysis, database and process design, software development, testing, implementation, and supporting documentation for all NOOS IT software. c. Support the maintenance, modification, and development of software systems as defined by approved Request Tickets (RTs). d. Perform program, unit, system and regression testing to ensure the integrity of NOOS IT infrastructure software components. e. Perform quality assurance tasks associated with high quality NOOS IT products and deliverables including verification and validation testing prior to implementation of delivered software in accordance with NDS 80-305 Test and Evaluation. f. Software change requests will be provided by written work requests via the automated Request Ticket system and may

	be submitted by both NDBC and NTSC staff. All tasking must be approved and prioritized by the appropriate authority in accordance with NDBC Instruction 104.00 MON Information Systems Change Control. g. Recommend and present technical issues to the ISRB/CCB for concurrence and prioritization, as required. h. Perform system integration tasks for transition of new capabilities and features into the NOOS IT with minimal negative impact on all users. i. Coordinate with NDBC government Information Systems Configuration Manager and the government IT Security manager on the installation of new applications, IT hardware and COTS.
Assumptions/ Constraints (Security, Safety, Accessibility, etc...)	Compliance with applicable OMB, DOC, NOAA, NWS, NDBC IT policies, architectures, standards, guidance and procedures is mandatory. Ensure all systems are in compliance with DOC Web policies and best practices per the guidance available at http:///www.osec.doc.gov/webresources . The Security Plan for the NOOS will be developed in accordance with NWS, NOAA and DOC provided processes which have been based on the NIST SP 800-18 "Guide for Developing Security Plans for Information Technology Systems." NWS will continue to provide security tools such as the previously provided TS2000, and Harris Scanning tools. All NTSC are required to annually complete the NOAA Security Awareness Training Program.
Deliverables:	a. Plans of Action and Milestones (POA&Ms) for all IT tasks (deliverables and RTs) . Due the fourth Tuesday of each month. b. Weekly status reports identifying progress, problem areas and status. Due COB every Friday. c. Monthly statistical reports for the previous month, broken out by system, on Help Desk calls received, problems resolved, problems outstanding, types of problems reported and requests handled. Due delivered 7 business days after the start of the month. d. Monthly e-mail usage report that identifies mail storage (in megabits) per user. Due 5 business days after the start of the

month.

e. IT Architecture Plan Updates, review and update as needed. Due quarterly by COB on the last day of each quarter.

f. Contingency/Disaster Plan, review and update as needed. Due quarterly by COB on the last day of the quarter.

g. Orientation plan for new users are reviewed and updated as needed. Due quarterly by COB on the last day of each quarter.

h. IT Security deliverables as mandated by DOC, NOAA, and NWS including the following:
    1) Harris scan reports, due quarterly
    2) Virus Alert and Infection Plans, review and update as needed, due quarterly by COB on the last day of the quarter.
    3) Updates to the NDBC Computer Security Management Plan , review and update as needed, due quarterly by COB on the last day of the quarter.

i. NDBC IT CM Hardware and Software Baselines, due quarterly by COB on the last day of the quarter. Software baseline should identify all non-supported software installed within the NDBC infrastructure. This baseline should contain a one line entry for each software product that details the following: Software Product Name, version, number of copies installed.

j. Prepare and publish Mariners Weather Log Issues according to the following schedules:
    1) August 2007 WEBAZINE Schedule:
        i. Prepare WEBAZINE pages for Web (08/06/07)
        ii. Deliver to NDBC for review (08/09/07)
        iii. Post to web site (08/15/06)
    2) December 2007 WEBAZINE Schedule:
        i. Prepare WEBAZINE pages for Web (12/11/06)
        ii. Deliver to NDBC for review (12/11/06)
        iii. Post to web site (12/18/06)
    3) April 2008 WEBAZINE Schedule:
        i. Prepare WEBAZINE pages for Web (03/24/08)
        ii. Deliver to NDBC for review (04/10/08)
        iii. Post to web site (04/14/08)

Activities	a. Initial planning estimates, revised planning estimates, fiscal year project projections and IT HW/SW requirement identification. Due 5 business days of the request. b. Responses to data calls. Due as required. c. Recommendations on the scheduling of SR completion and implementation. Due weekly at ISRB meetings. d. Periodic and "as requested" VOS data and performance reports. Due as required. e. Updates to all relevant life cycle documentation to coincide with SRs put into production. Each completed development package will certify that document updates relating to requirements, design, architecture, testware and end user documentation have been completed. Test reports will indicate the related test results. Due as required. f. Notification of planned system outages. Due 5 days prior to the outage (when appropriate notification has been provided). g. Notification of restored normal system operations after planned and unplanned outages. Due within 1 hour of outage completion. h. Notification of unplanned system outages. Due within 30 minutes of the unplanned outage occurrence.
GFE/GFI:	GFE/GFI is available to support this effort. The Government requests your technical proposal state whether you intend to utilize the available GFE/GFI. Your cost proposal shall reference whether you will use GFE/GFI and the cost impact of that decision.

Program Objectives/ Possible Performance Measures:	

	Performance Objective	Incentive Range Score for each Performance Objective						Sum of incentive Range Score for each Performance Objective – Narrative Description		Task Evalua Incent Scores Targe Evalua
1	IT NOOS Uptime	No. 1 -						Sum of Incentive Scores:	Range	≥103 Outsta
		14.8	17.2	18.8	20	20.6	21.2			
2	IT OA Uptime	No. 2								≥ 100 Superi
		14.8	17.2	18.8	20	20.6	21.2			
3	Customer Satisfaction	No. 3								≥ 95 - Excell
		7.4	8.6	9.4	10	10.3	10.6			
4	Security	No. 4 –								≥ 87 - Satisf
		7.4	8.6	9.4	10	10.3	10.6			
5	Deliverables	No. 5 –								≥ 7: Unsati:
		14.8	17.2	18.8	20	20.6	21.2			
6	Help Desk Responsiveness	No. 6 –								< 75 Failur
		14.8	17.2	18.8	20	20.6	21.2			

Inspection/Acceptance:	Final inspection and acceptance of all work performed, reports generated, and other deliverables will be conducted by the COTR or other designee.
Travel:	Travel is required to support this task order. The contractor shall provide cost estimates for all travel in the cost proposal and the travel expenses must comply with the Federal Travel Regulations.
Proposal Submittals:	1. An Approach and Management Plan for NOOS IT and OA services. 2. Task Order Cost Proposal

SAIC Science Applications International Corporation From Science to Solutions™	Document Number:	TMP-3841 Rev
	Version Number:	1
	Issue Date:	7/1/2009

Technical Management Plan

Title:	**NDBC Ocean Observing System (NOOS)/Integrated OOS (IOOS) Data Management and Communications**

THIS IS A CONTROLLED DOCUMENT

Unless issued by the TMP CM Lead with a control number noted in the blank below, any printed copies are considered uncontrolled.

The official repository for SAIC Task Management Plans is iNUN.

CONTROL NUMBER _____

ORIGINATOR:	Date Signed:
TASK ORDER MANAGER:	Date Signed:
PROGRAM MANAGER:	Date Signed:

TECHNICAL MANAGEMENT PLAN

CHANGE PAGE

Version No.	Purpose of Change	Pages Effected	Date of Change	Instructions
1.0	Initial Issue	All	7/1/2009	Initial Document

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ATTACHMENTS, FIGURES AND TABLES

PERIOD OF PERFORMANCE: July 1, 2009 – June 30, 2010
SIX MONTH OPTION EXTENSION: July 1, 2010 – December 31, 2010

TO TYPE: Hybrid (FFP/CPFF)

Overview

The scope of this Task Management Plan (TMP) is to provide Science Applications International Corporation's (SAIC) response to the National Data Buoy Center's (NDBC's) request for services necessary to support the continuous operations, maintenance and system administration of all shore-side IT components of the National Data Buoy Center (NDBC) Ocean Observing System of Systems (NOOSS) and the Integrated Ocean Observing System (IOOS) which include all NOOSS Information Technology (IT) and NDBC Office Automation (OA).

Also included under the scope of this TMP are all services necessary for performing real-time and near real-time data quality assurance activities for the NOOSS and IOOS partner sensor systems under the NTSC organization known as the Data Assembly Center (DAC). The scopes of work for these two independent, but equally important, activities are further defined and discussed in the sections below.

1.0 Information Technology (IT) and Office Automation (OA)

1.1 Scope

The scope of this Task 1 is to support the continuous operations, maintenance and system administration of all shore-side IT components. These multiple components each consist of a varied mix of hardware, software applications, telecommunications, and commercial products directly supporting the collection, processing, quality control, and dissemination of observation data.

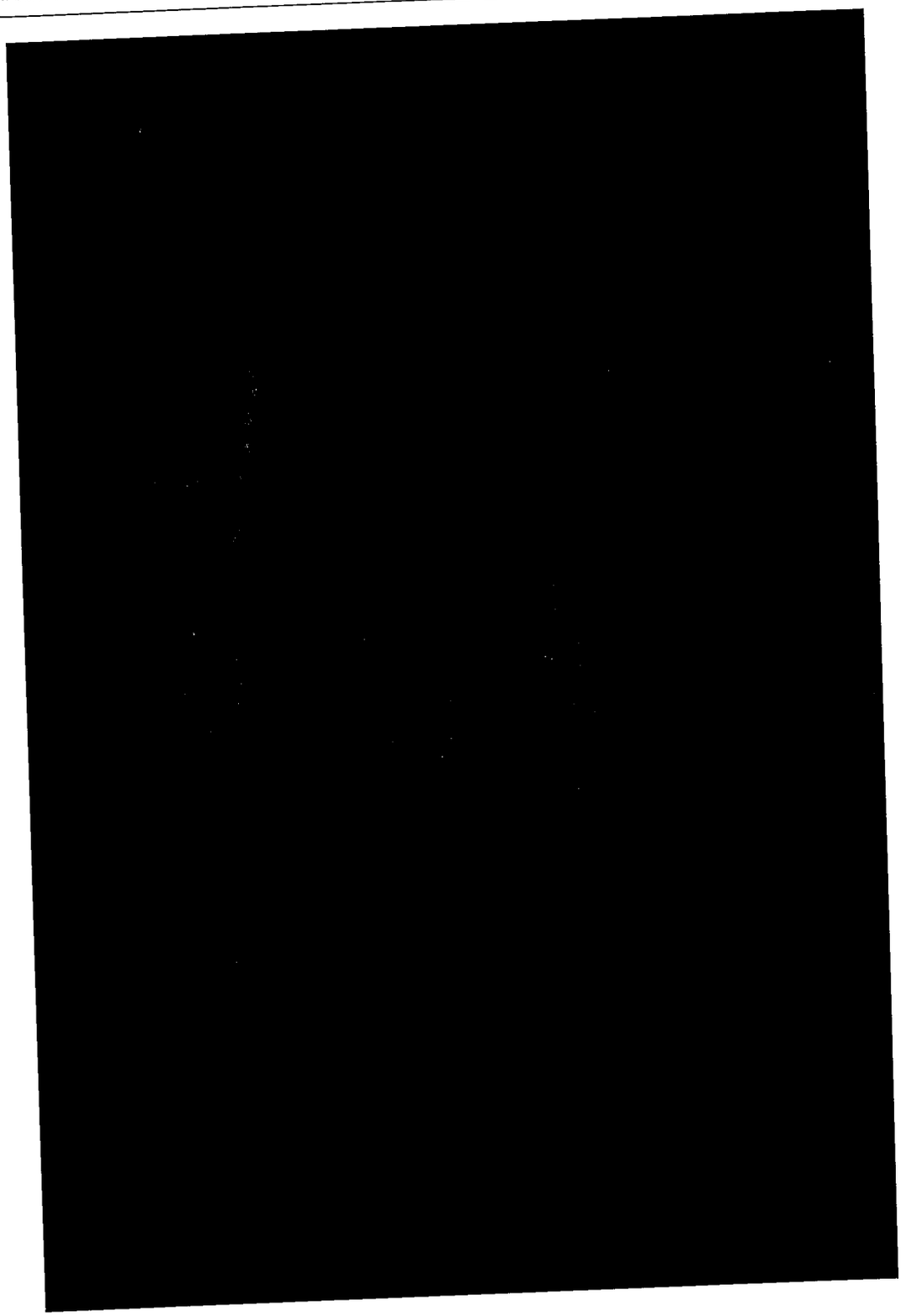
1. To support existing NOOS IT systems effectively and efficiently.
2. To integrate current projects efficiently and effectively into the NOOS IT.
3. To recommend/plan NOOS IT infrastructure enhancements
4. To ensure all required internal and external data interfaces are monitored, supported and maintained in real-time.
5. To effectively and efficiently operate and maintain the NDBC Office Automation and Help Desk.

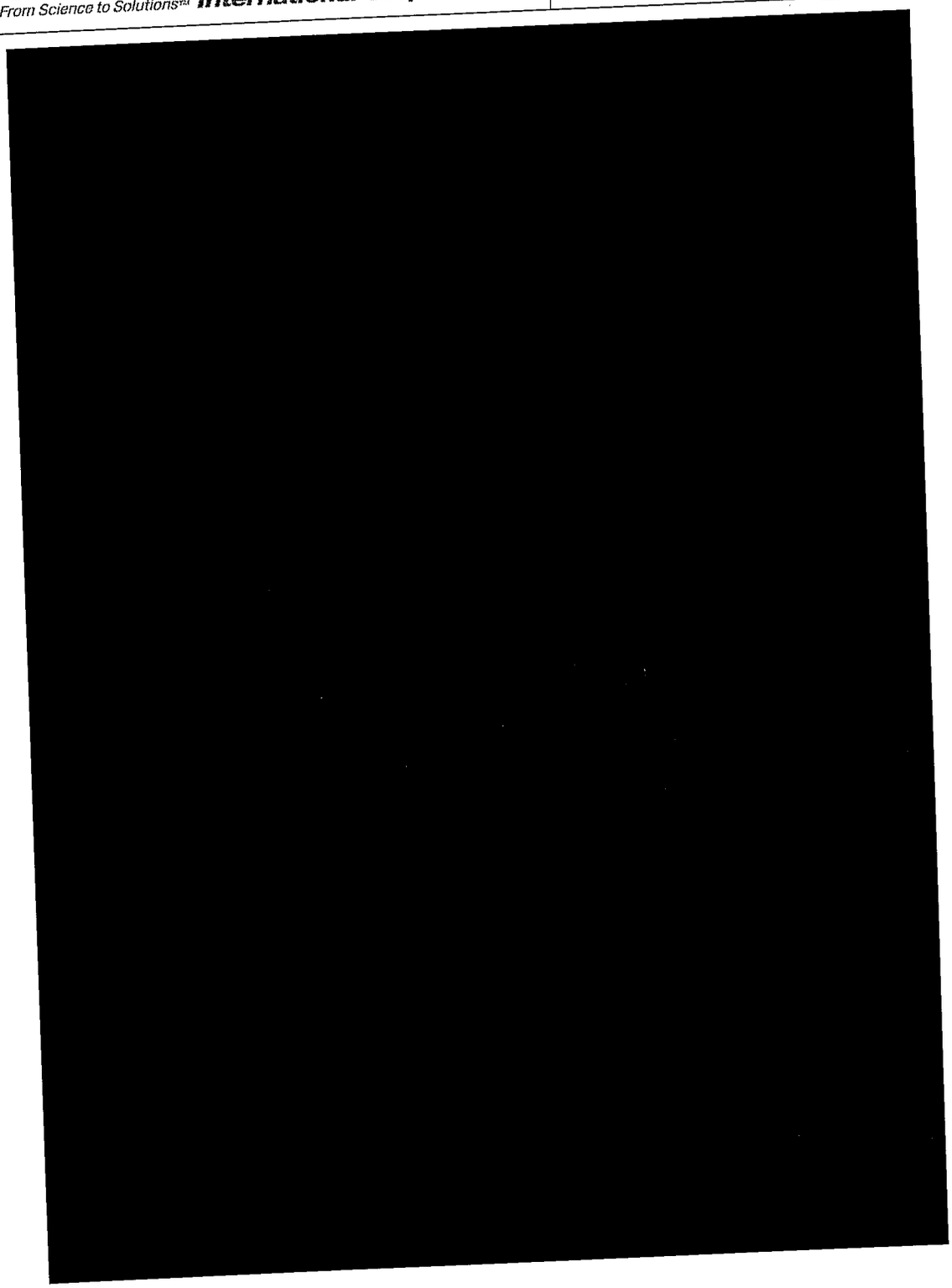
1.2 Statement of Work

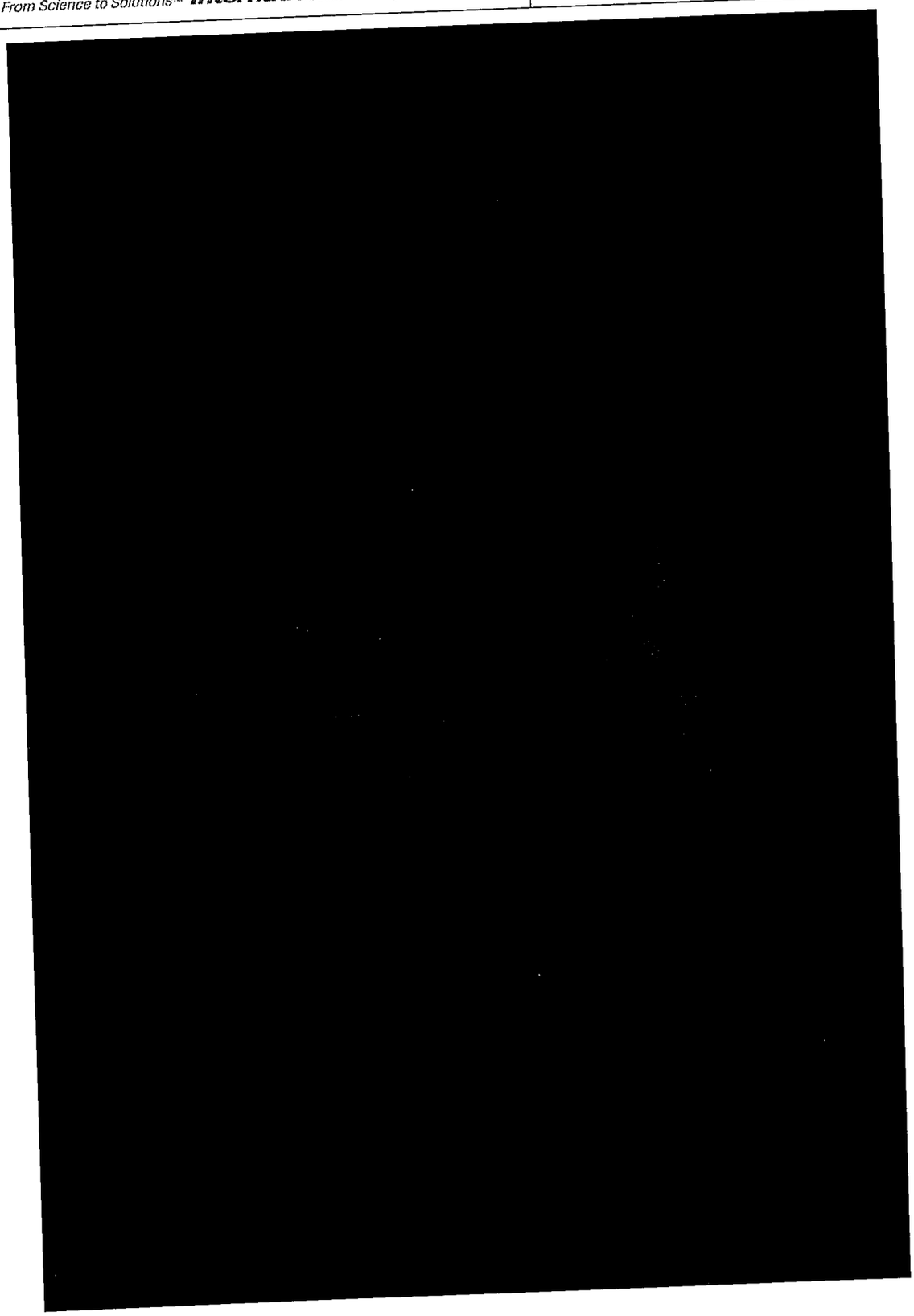
The following specific tasks to be performed for this task order are identified below.

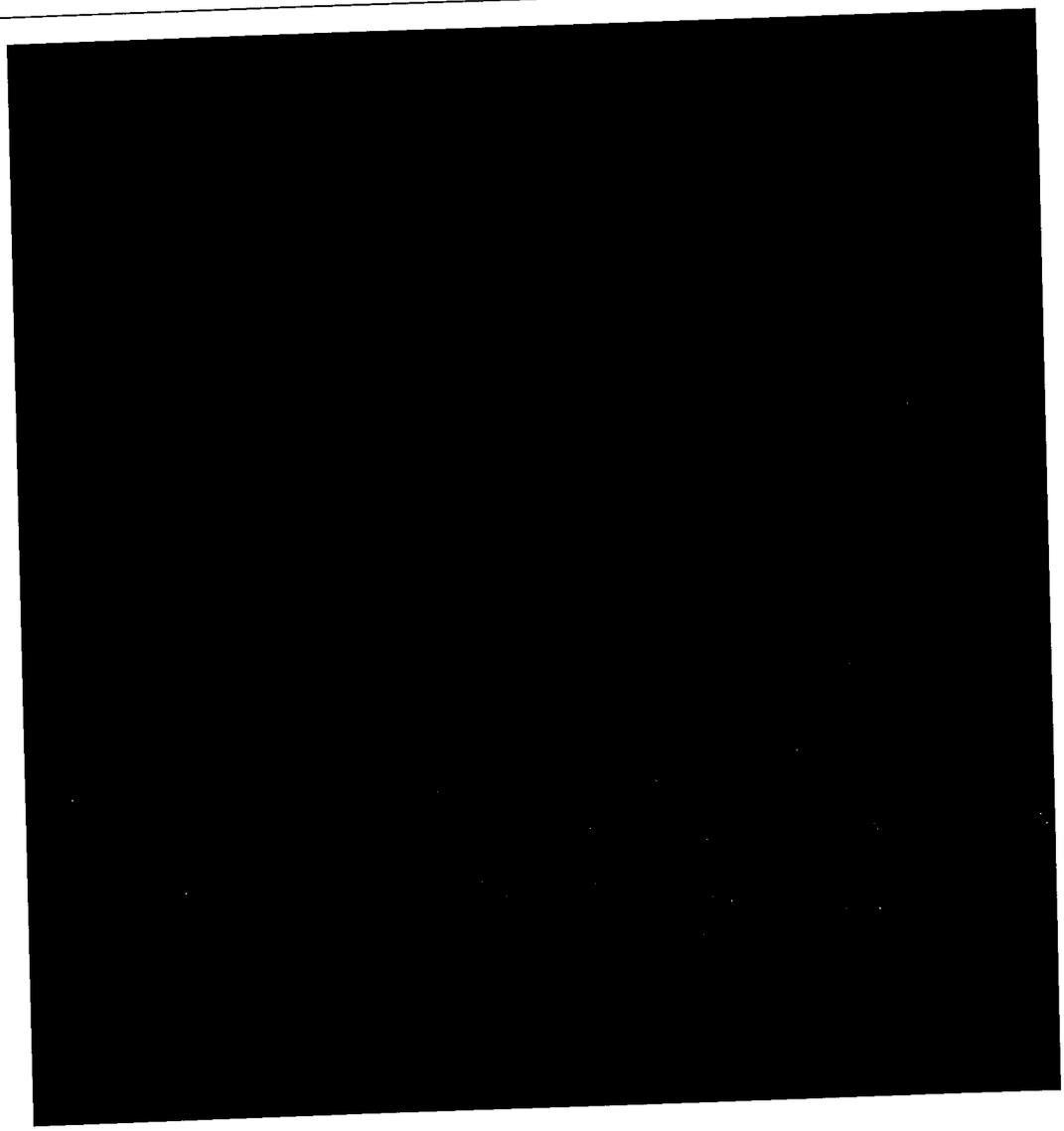
1. IT Project Planning and Management
2. Configuration Management (CM) and Documentation
3. IT Security
4. Production Support and System Operations
5. Desktop and Office Automation Support
6. Customer Support Center (Help Desk)
7. Software minor enhancement and maintenance

1.3 Management Approach









1.4 Supporting Documents and References

All IT tasks performed shall be in compliance with the Office of Management and Budget (OMB), Department of Commerce (DOC), NOAA, NWS, and NDBC IT guidance, regulations, policies and laws. Including appropriate processes as follows:

- NWS CIO Policy – http://www.weather.gov/cio/policy/policy.htm
- NWS Directives - http://www.nws.noaa.gov/directives/

- NOAA Policy and Guidance - https://www.csp.noaa.gov/policies/index.html
- DOC Policy and Guidance – http://www.osec.doc.gov
- DOC IT Management Handbook (revision in work as of May 2005) – http://www.osec.doc.gov/cio/ITSIT/DOC-IT-Secruity-Program-Policy.htm
- OMB Circulars – http://www.whitehouse.gov/omb/circulars/

1.5 IT/OA Implementation Plan

1.5.1 Work Breakdown Structure

Not Applicable.

1.5.2 Performance Specification and Metrics

SAIC will deliver a Quality Assurance Plan (QAP) within fifteen (15) business days after award of this Task Order, which will allow NDBC to develop a Quality Assurance Surveillance Plan (QASP), which will be mutually agreed upon by the parties. The mutually accepted QASP will be incorporated into this task order.

1.5.3 Materials, Tools and Equipment

All hardware, software, tools, equipment and operational materials necessary to perform the work covered by this task are provided by NDBC. SAIC will utilize all available GFE/GFI in the performance of this work. SAIC has not included costs for any materials, tools or equipment in the cost proposal for this tasking.

Training is required under this task order to keep personnel up to date with industry changes and for skill development and updating. SAIC has proposed training for IT personnel in the cost proposal for this task order.

Travel is required under this task order and costs of travel are included within the cost proposal.

1.5.4 Risk Management

[redacted]

[redacted]

1.5.5 Assumptions and/or Deviations

SAIC assumes that the number of seats currently supported within the NDBC infrastructure will remain the same.
SAIC assumes this task order requests hands-on maintenance support for only the infrastructure equipment located at Stennis Space Center.
SAIC assumes all equipment will be GFE.

1.6 Milestones and Deliverables

1.6.1 Program Performance Schedule

Not applicable. Schedule to be delivered on the 4th Tuesday after start of performance.

1.6.2 Deliverables

See Appendix A for the IT/OA Deliverables/Submittals Table.

1.7 IT/OA Points of Contact

[redacted]

2.0 Data Assembly Center (DAC)

2.1 Scope

The scope of this Task 2, Data Assembly Center (DAC), is to perform real-time and near real-time data quality assurance activities for NDBC and IOOS data partner sensor systems. Additionally, the DAC personnel reevaluate the data collected and ensure that monthly archive data sets contain only accurate data. Personnel ensure that quality data from NDBC and IOOS data partner sensor systems are released in real-time from the National Weather Service Telecommunications Gateway (NWSTG) to end users by monitoring network

performance. DMAC personnel must also perform timely notification of various events and failures.

The DAC also supports NDBC buoy operations and maintenance by entering configuration control data into the database and by analyzing data acquired during integration, test, and deployment activities to ensure proper initial operation of all systems.

This Task also includes work done by the DMAC senior scientists and analysts. These personnel perform more detailed analysis of environmental and or sensor data. They write technical papers, develop formal recommendations, and make presentations. They serve as technical advisors to the engineering department and government scientists.

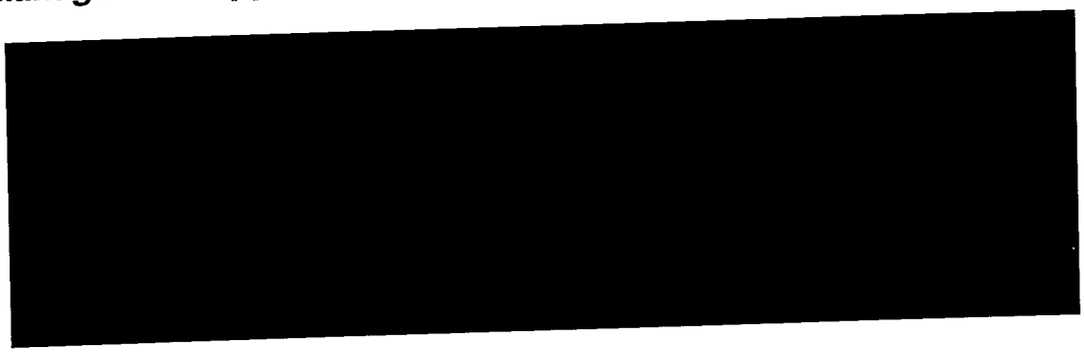
DAC will provide additional unique data analyst support for the DART program by monitoring the DAC systems, facilitate blue-tag testing, conducting deployment procedures, evaluate stations and monitor equipment

2.2 Statement of Work

The goal of the DAC is to approve and release error free environmental observations to the public. The DAC will quality control all observations to ensure that this goal is met. Specifically, the DAC will:

- Ensure that NDBC platforms are correctly configured and that sensors are meeting observational requirements prior to deployment.
- Ensure that high quality marine observations are delivered to customers by performing real-time and delayed-mode monitoring to detect and remove degraded data from real-time and archive data sets.
- Detect and restore erroneously removed real-time data.
- Notify necessary stakeholders when specific sensor failures or events occur.
- Ensure that the DAC resources are optimized, effective and efficient.
- Ensure that DART data is property configured and analyzed.

2.3 Management Approach



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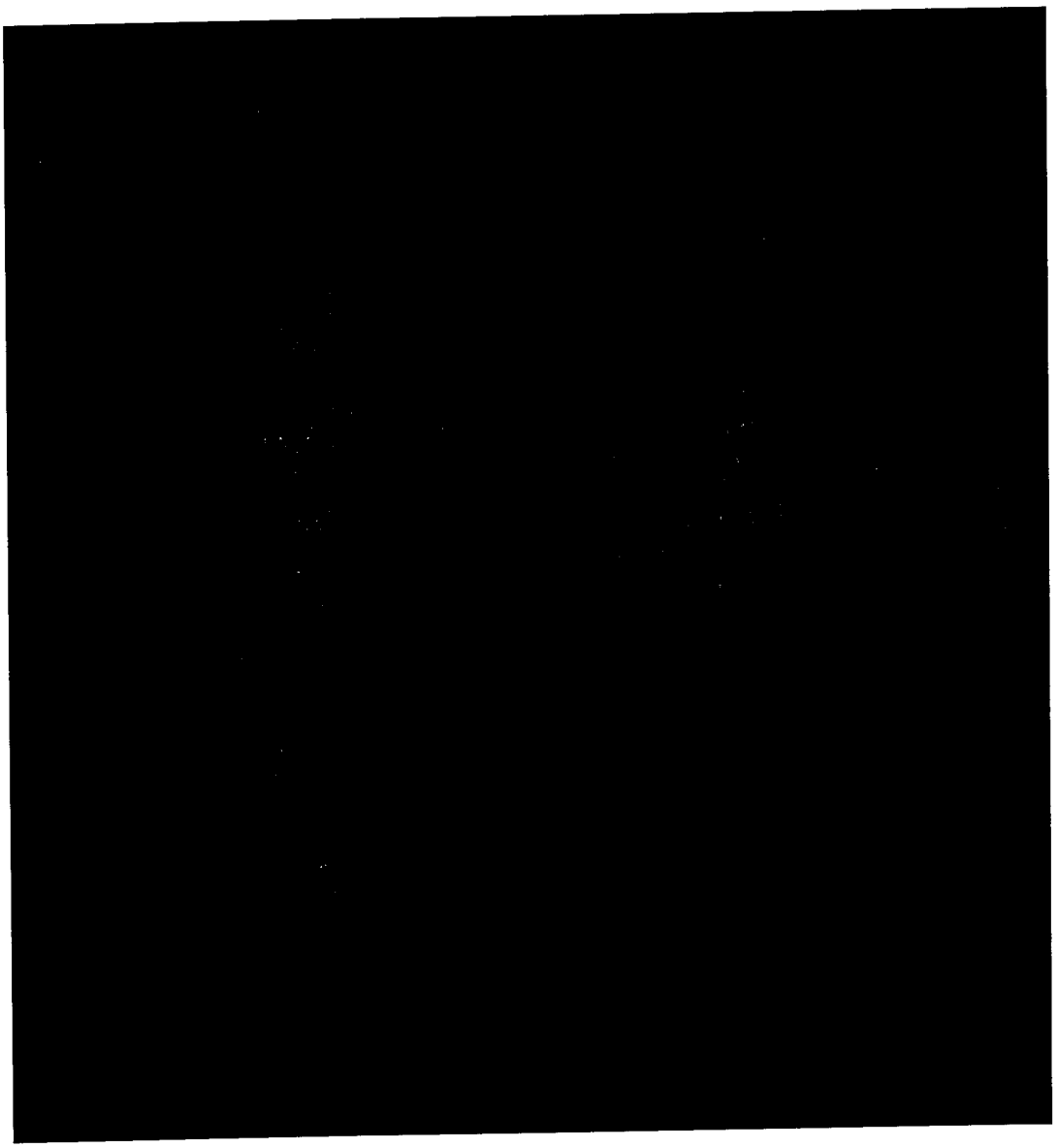
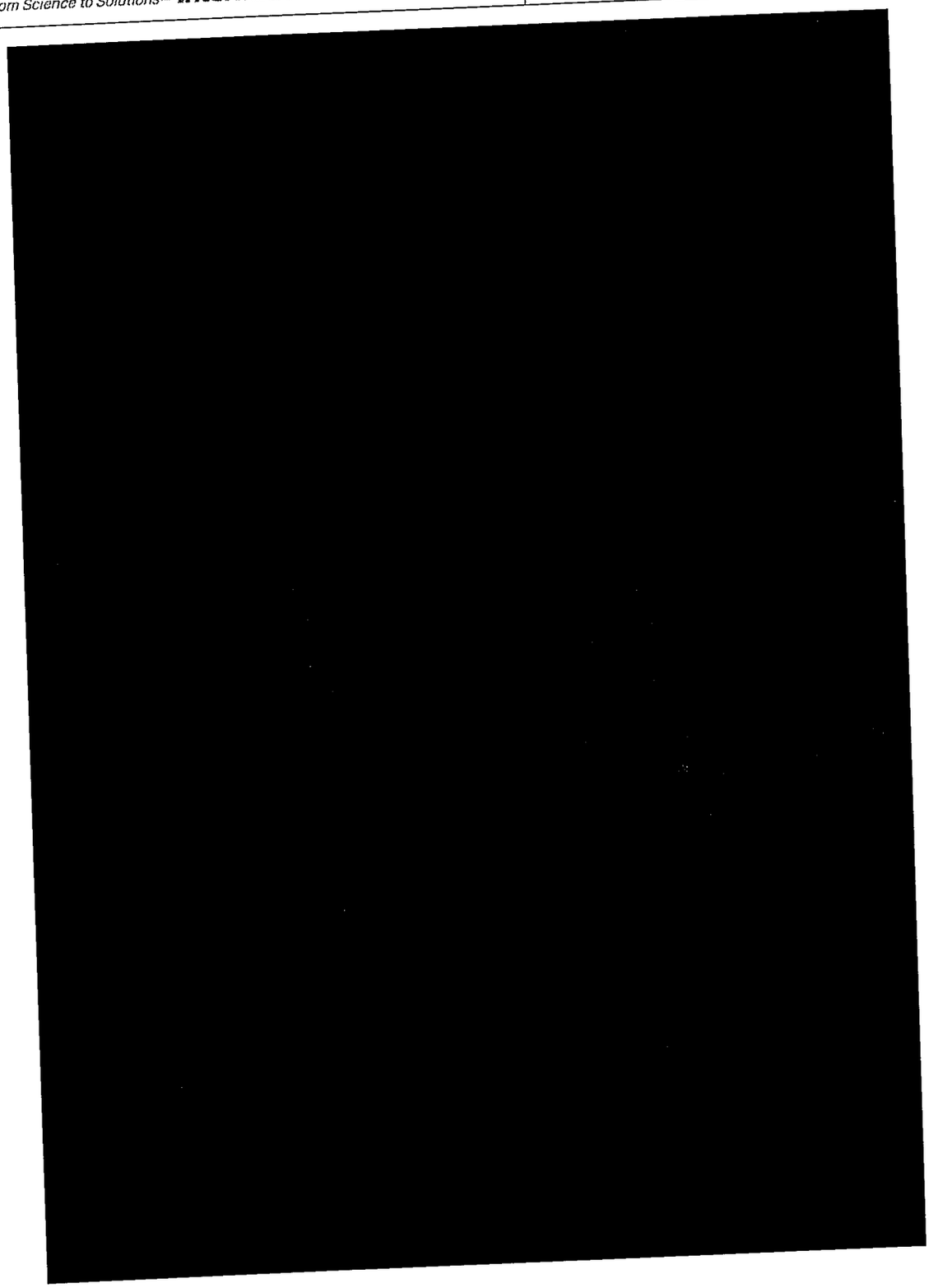
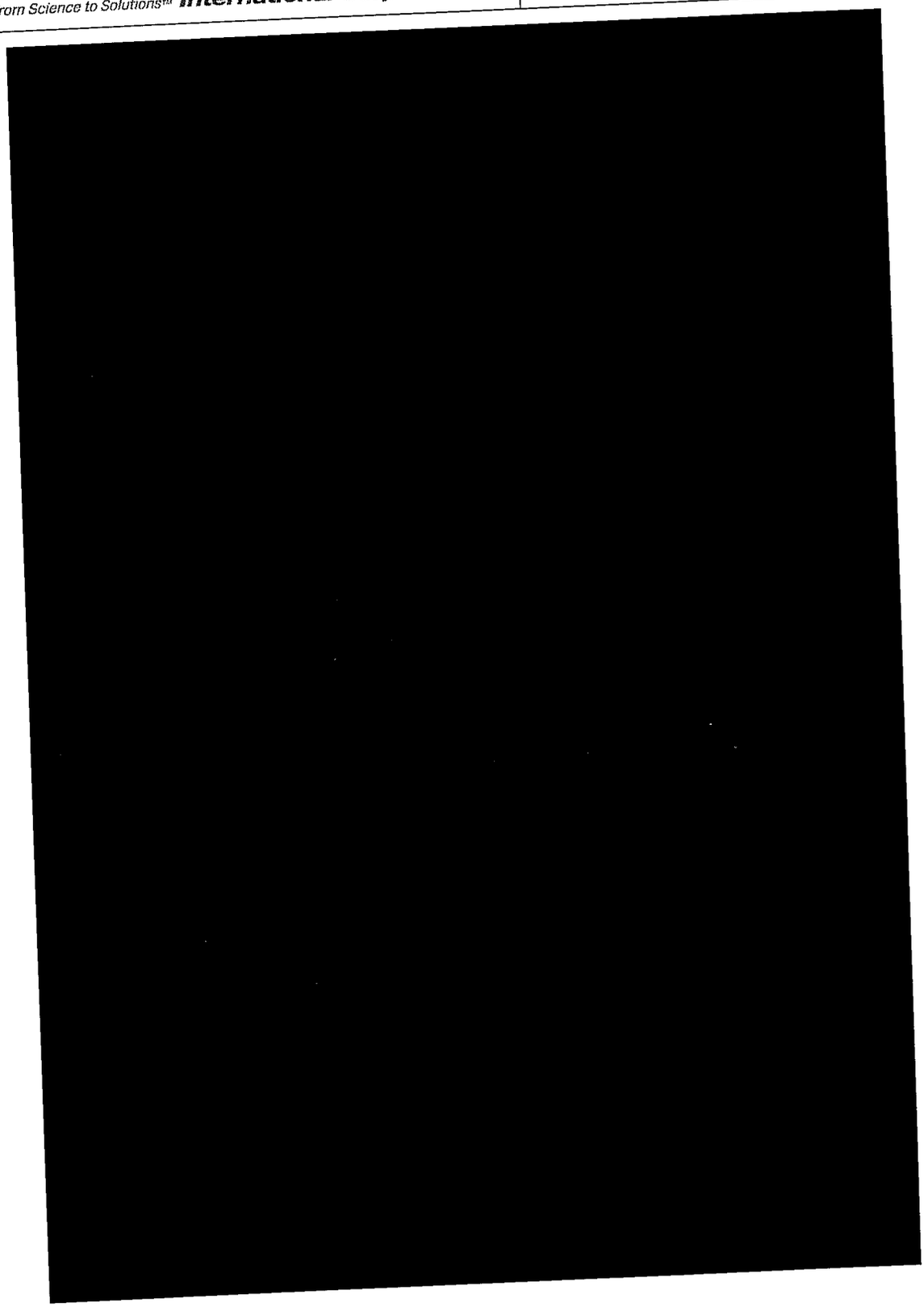
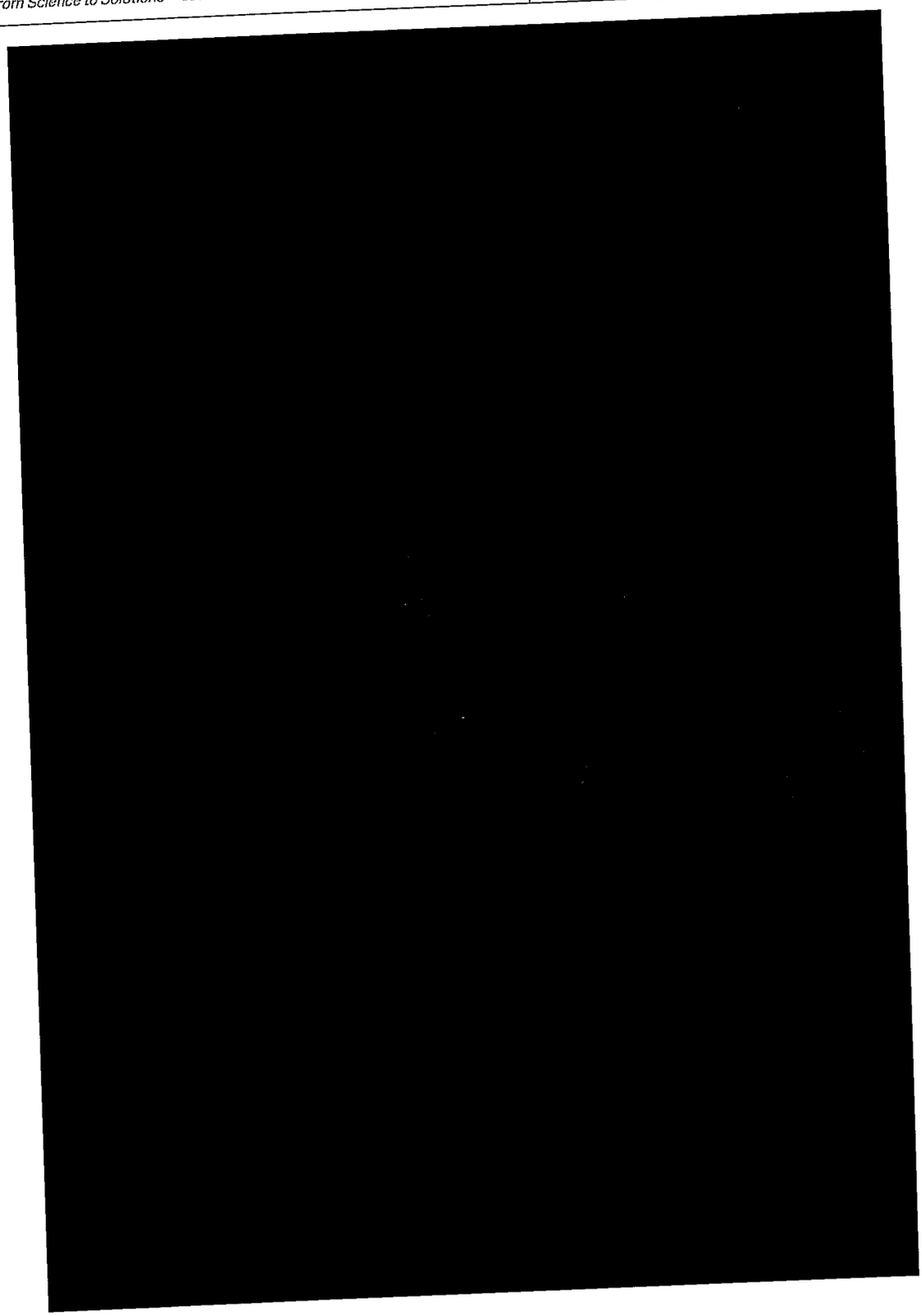
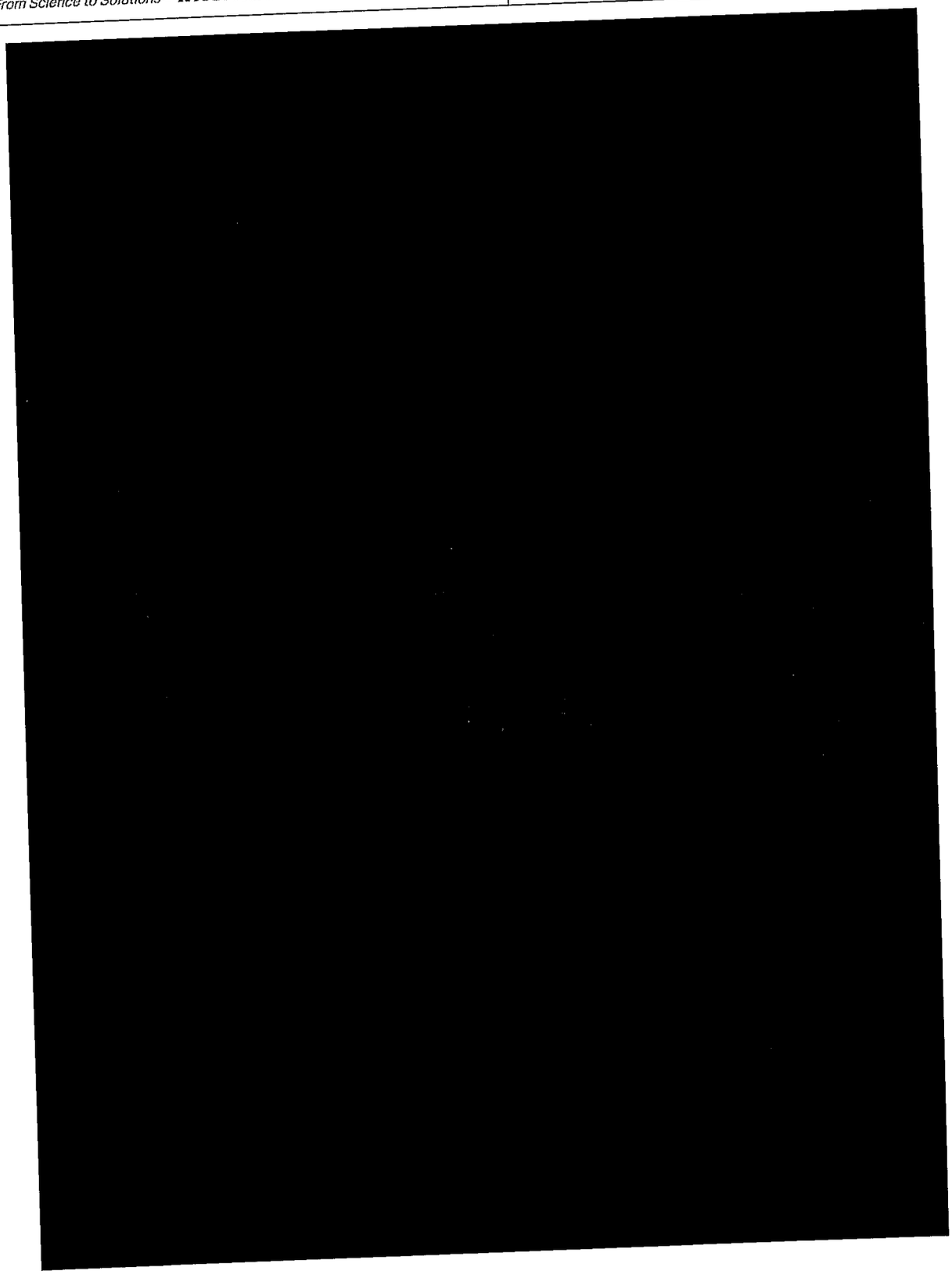
2.4 Task Approach











[redacted]

2.5 Skill sets and work distribution

[redacted]

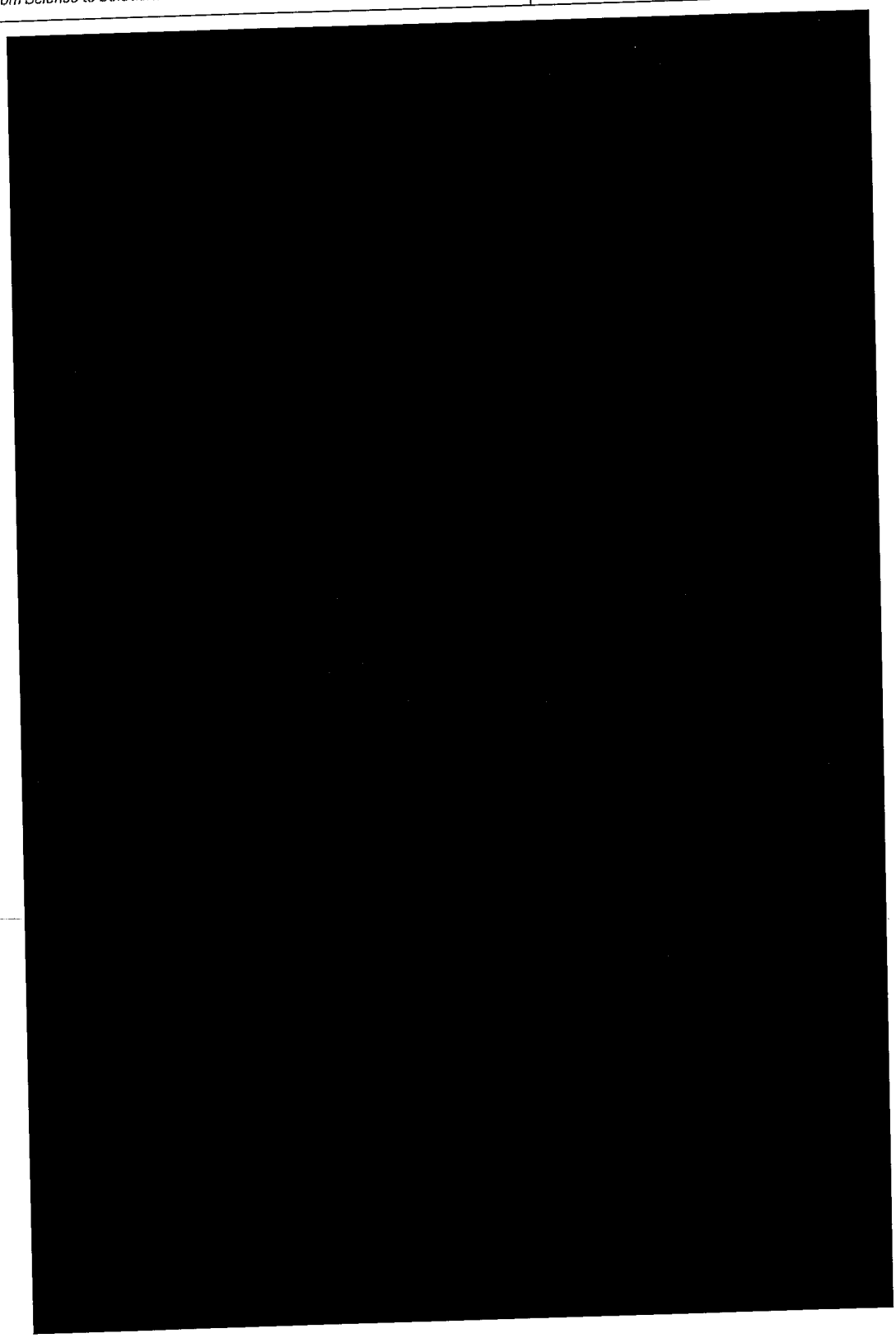
[redacted]

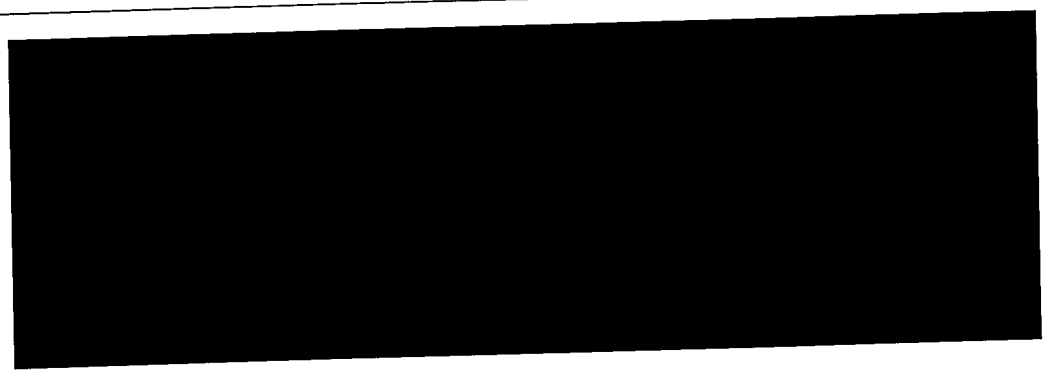
2.5.2 Work Distribution

[redacted]

2.6 Lessons Learned/Risk Management

[redacted]





2.7 Supporting Documents and References

- NDBC Technical Handbook 03-02 (QC Handbook) is the authoritative guide for automatic QC and is updated to reflect modified algorithms and procedures.
- DAC Standard Operating Procedures (SOP) shall be used as guidance for all routines tasks .

2.8 Implementation Plan

2.8.1 Work Breakdown Structure

Not applicable.

2.8.2 Performance Specification and Metrics

SAIC will deliver a Quality Assurance Plan (QAP) within fifteen (15) business days after award of this Task Order, which will allow NDBC to develop a Quality Assurance Surveillance Plan (QASP), which will be mutually agreed upon by the parties. The mutually accepted QASP will be incorporated into this task order.

2.8.3 Materials, Tools and Equipment

All hardware, software, tools, equipment and operational materials necessary to perform the work covered by this task are provided by NDBC. SAIC will utilize all available GFE/GFI in the performance of this work. SAIC has not included costs for any materials, tools or equipment in the cost proposal for this tasking.

Training is required under this task order to keep personnel up to date with industry changes and for skill development and updating. SAIC has proposed training for DAC personnel in the cost proposal for this task order.

Travel is required under this task order and costs for travel are included within the cost proposal.

2.8.4 Risk Management

[redacted]

2.8.5 Assumptions and/or Deviations

[redacted]

2.9 Milestones and Deliverables

2.9.1 Program Performance Schedule

Not Applicable.

2.9.2 Deliverables

See Appendix D for the DAC Deliverables/Submittals Table.

2.10 DAC Points of Contact

[redacted]

[redacted]

3.0 Observing System Monitoring Center (OSMC)

3.1 Statement of Work

As an optional sub-task, and if agreed upon by NDBC, SAIC proposes to support OSMC efforts as follows:

SAIC will provide the necessary resource with Oracle Database, Java, Perl, C programming and industry accept software developmental process experience in order to support the following:

1. Addressing issues raised via the OSMC web mail.
2. Identifying, populating, verifying, and updating of metadata related to the organizations, platforms and/or observations.
3. Researching and understanding data source related to OSMC such as JCOMMOPS, GODAE, and GTS sources.
4. Working with NDBC and OCO to resolve identified data issues and deficiencies.
5. Supporting weekly conference calls between NDBC, NGDC, and PMEL to address issues related to OSMC. Also, support any meeting required which may include one to two trips per year.
6. Researching and implementing database performance improvements

3.2 Deliverables

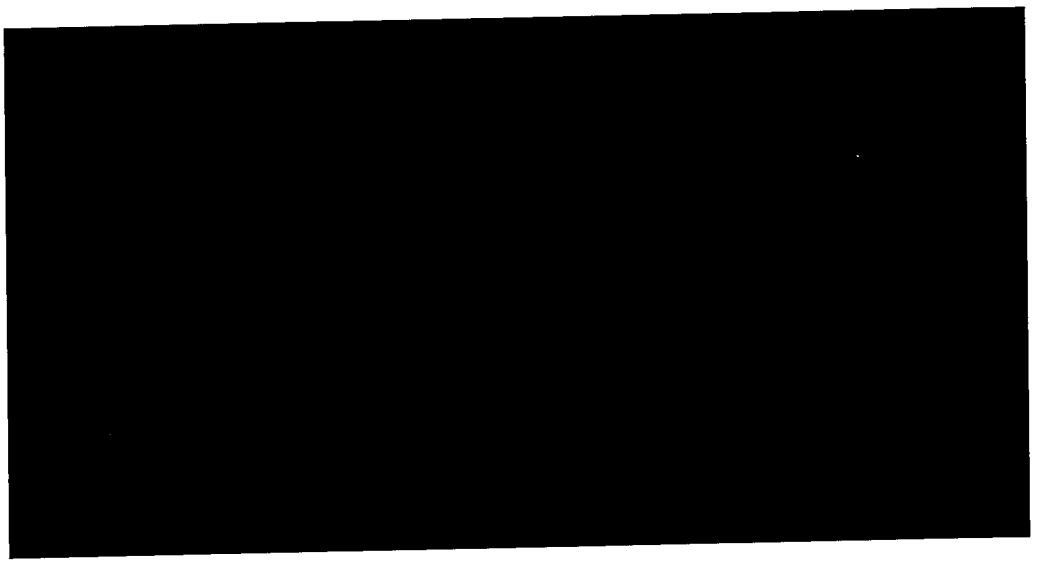
See Appendix F for the OSMC Deliverables/Submittals Table

3.3 OSMC Points of Contact

[redacted]

4.0 Subject Matter Expertise Support

[redacted]



5.0 Cost Proposal

See the attached combined cost proposal for the IT/OA and DAC components of this TMP.

5.1 Terms and Conditions

Terms and conditions governing Task Orders entitled "Information Technology (IT) and Office Automation (OA)" and "Data Assembly Center (DAC)" will be those currently in effect for Contract No. QA1330-05-CQ-1035.

Services provided under this Task Order are deemed completed and acceptable to the government upon acceptance of SAIC's invoice for these services.

No SAIC resources assigned to the Firm Fixed Price CLINs on this task order will be utilized on Cost Plus Fixed Fee taskings on the Management and Operations task order without the consent of the Contracting Officer.

5.2 Contract Type

SAIC has proposed a Firm Fixed Price (FFP) for labor for IT/OA, DAC and OSMC efforts. The labor for efforts relative to the IOOS Data Content Standard will be reimbursed on a Cost Plus Fixed Fee (CPFF) basis. Other direct costs, to include travel, will be reimbursed on a Cost Plus Fixed Fee (CPFF) basis.

6.0 Payment Terms

- For the Firm Fixed Price elements of this task order, invoices shall consist of 12 equal payments over a one year period of performance. Periods of less than one year shall be prorated in accordance with the period of performance and the SAIC accounting periods covered. Payment shall be made within 30 days.
- For the Cost Plus Fixed Fee elements of this task order, invoices shall be submitted upon completion of each SAIC accounting period. Payment shall be made within 30 days.

APPENDIX A – IT/OA DELIVERABLES/SUBMITTALS TABLE

Deliverables/Submittals	Task ID	Due Date	Acceptance Criteria
CLIN 1 – IT/OA			
Plans of Action and Milestones (POA&Ms) for all IT tasks including the software release schedule.	1.3.1	Due the fourth Tuesday of each month	Upon Submission
Weekly status reports identifying progress, problem areas and status.	1.3.1	Due COB every Friday	Upon Submission
Monthly statistical reports for the previous month, broken out by system, on Help Desk calls received, problems resolved, problems outstanding, types of problems reported and requests handled.	1.3.6	Due delivered 7 business days after the start of the month	Upon Submission
Monthly e-mail usage report that identifies mail storage (in megabits) per user.	1.3.4	Due 5 business days after the start of the month	Upon Submission
IT Architecture Plan update	1.3.7	Due quarterly by COB on the last day of each quarter	Upon Submission
Contingency/Disaster Plan update	1.3.3	Due quarterly by COB on the last day of the quarter.	Upon Submission
Orientation Plan for New Users review and update	1.3.1	Quarterly	Upon Submission
IT Security deliverables as mandated by DOC, NOAA, and NWS including the following:			
1) Harris scan reports.	1.3.3	Due on15 Sep, 15 Dec, 15 Mar, and 15 Jun	Upon Submission
2) Virus Alert and Infection Plan review and update.	1.3.3	Due quarterly by COB on the last day of each quarter	Upon Submission
3) Updates to the NDBC Computer Security	1.3.3	Due quarterly by COB on the last day of each	Upon Submission

Deliverables/Submittals	Task ID	Due Date	Acceptance Criteria
Management Plan		quarter	
NDBC IT CM Hardware and Software Baselines. Software baseline should identify all non-supported software installed within the NDBC infrastructure. This tab should contain a one line entry for each software product that details the following: Software Product Name, version, number of copies installed.	1.3.2	Due quarterly by COB on the last day of the quarter	Upon Submission
Prepare and publish Mariners Weather Log Issues according to the following schedules:			
August 2008 WEBAZINE Schedule:			
Deliver draft WEBAZINE to NDBC for review	1.3.7	08/06/09	Upon Submission
Post final WEBAZINE to web site	1.3.7	08/15/09	Upon Submission
December 2008 WEBAZINE Schedule:			
Deliver draft WEBAZINE to NDBC for review	1.3.7	12/04/09	Upon Submission
Post final WEBAZINE to web site	1.3.7	12/14/09	Upon Submission
April 2009 WEBAZINE Schedule:			
Deliver draft WEBAZINE to NDBC for review	1.3.7	04/04/10	Upon Submission
Post final WEBAZINE to web site	1.3.7	04/15/10	Upon Submission

APPENDIX B – DAC WORK BREAKDOWN STRUCTURE

Not Applicable

APPENDIX C – DAC SCHEDULE

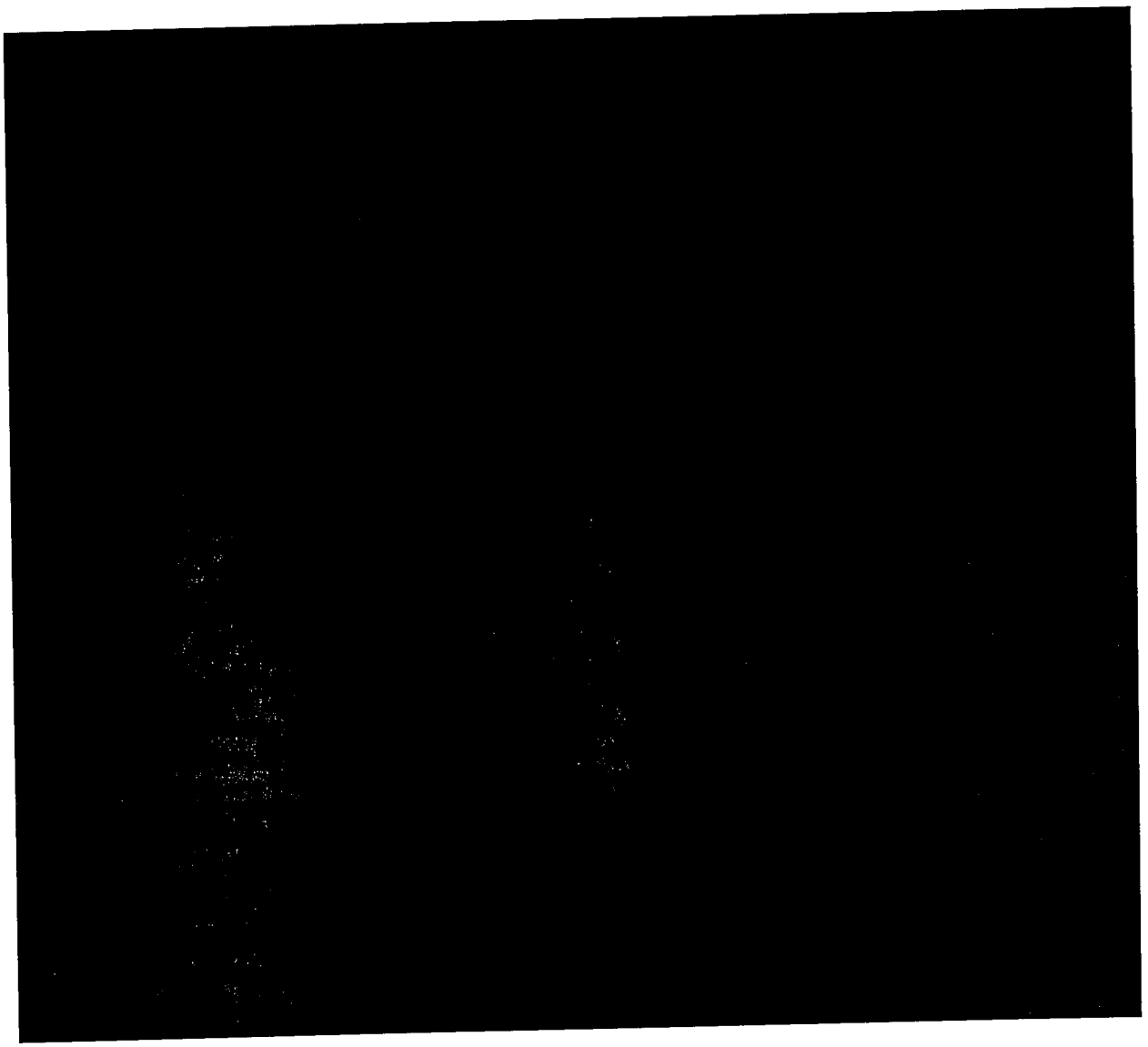
Not Applicable

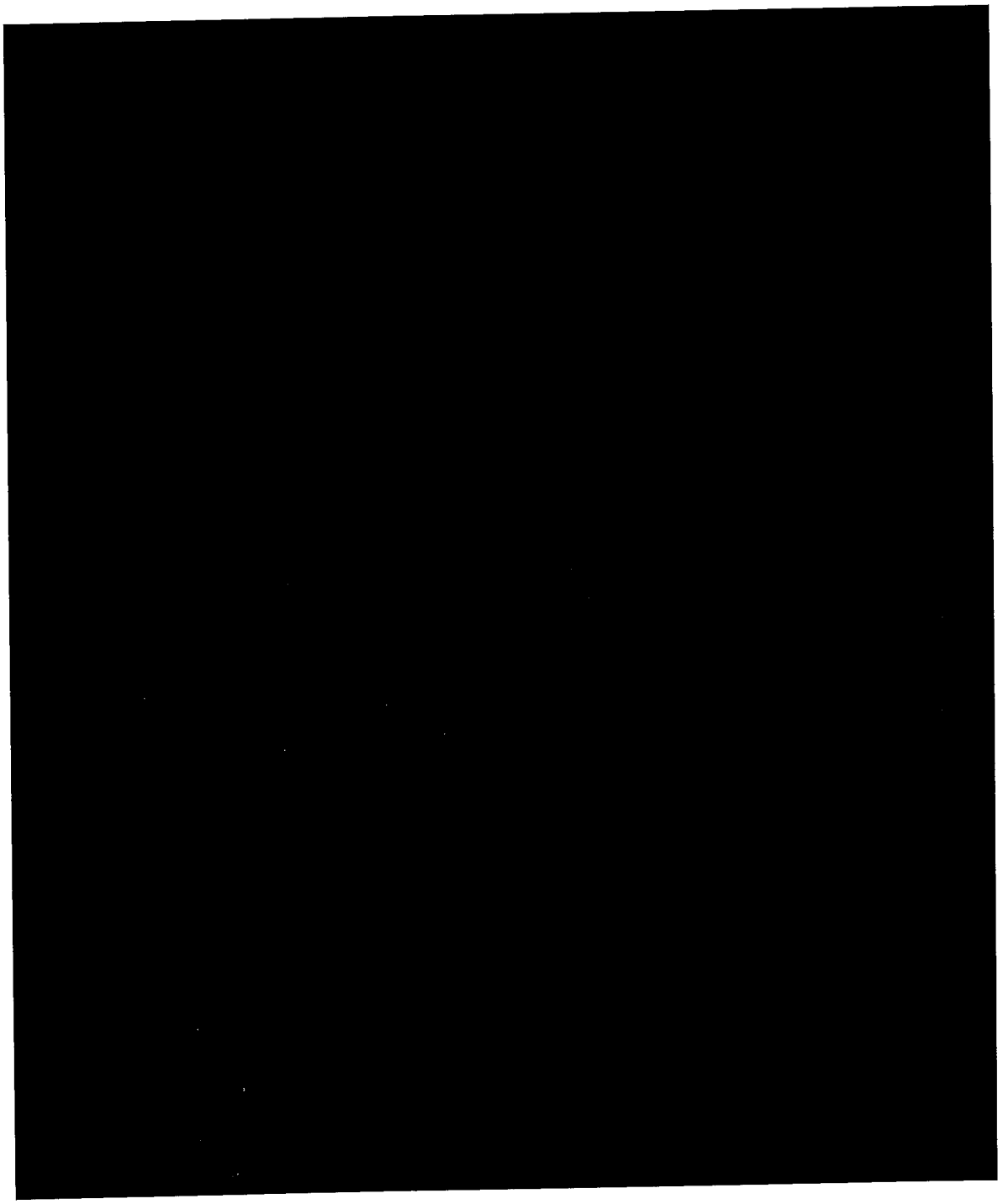
APPENDIX D – DAC DELIVERABLES/SUBMITTALS TABLE

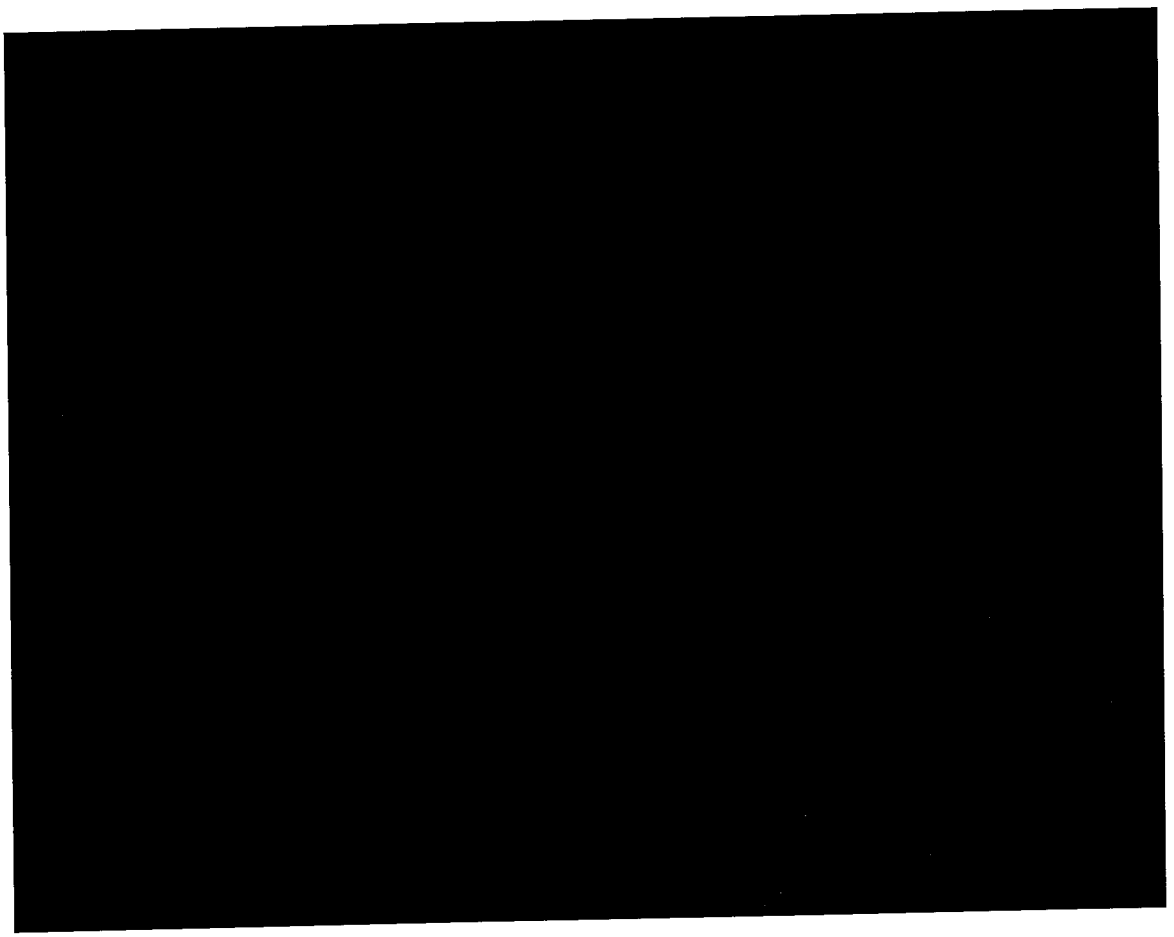
Deliverables/Submittals	Paragraph/ Task ID	Due Date	Acceptance Criteria
CLIN 2 – DAC			
Notify government of buoys that are adrift.	2.4.4/8	Upon Occurrence	Within 3 hours of determination
Notify govt. of any communication outages lasting an hour or more	2.4.4/9 2.4.4/14	Upon Occurrence	Within 1 hour of determination
Notify govt. and external providers of a planned communications outage lasting more than 3 hours.	2.4.4/9	As soon as known	Notice given to users as soon as known.
Release valid data	2.4.4/7	Upon completion of service visit, deployment, or restoration of sensor.	Within 3 hours.
Update database	2.4.1/1,2 2.4.2/3 2.4.4/10 2.4.7/16,17	Sensor failure, restoration or other significant change to system.	Within 2 hours of final determination of a change in status
Notify appropriate personnel of the occurrence of a DART event	2.4.4/12	Upon occurrence	Within 30 Minutes
Briefing of all recent sensor, system, and communication changes	All Tasks	Daily 0800 workdays	Delivery of Brief
QC Activity Report (NDBC, DART, TAO, IOOS)	2.4.4 All Tasks	Daily	Delivery daily
Critical Buoy Report	2.4.2 All Tasks	Daily	Delivery Daily
Weekly DMAC summary	All Tasks	End of Week	Receipt of report by EOW
Station Activity Report	2.4.1 All Tasks 2.4.2 All Tasks 2.4.4 All Tasks	Monday following week	Receipt of report on Monday
Station Platform Status Report	2.4.4 All Tasks 2.4.5/18	Monday following week	Receipt of report on Monday
Directional Wave Report	2.4.4/,7,10	Monday following week	Receipt of report on Monday
Station and System Performance Reports & messages counts		10 work days after end of month	Receipt of report 10 work days after end of month

Deliverables/Submittals	Paragraph/ Task ID	Due Date	Acceptance Criteria
NCALS, TAO, DART & Argos Activity Report	2.4.4/9 2.4.5/18	10 work days after end of month	Receipt of report 10 work days after end of month
C-MAN Site Phone Status Report	2.4.8/19	10 work days after end of month	Receipt of report 10 work days after end of month
DART Availability Report	2.4.4/6,12	10 work days after end of month	Receipt of report 10 work days after end of month
NDBC Mooring Update for Buoys – WMO Report	2.4.4/All Tasks	10 work days after end of month	Receipt of report 10 work days after end of month
Monthly Archive	2.4.5/13	15 work days after end of month	Receipt of report 15 work days after end of month
Quarterly Station and System Performance Reports & messages counts	2.4.4 All Tasks	15 work days after end of month	Receipt of report 15 work days after end of month
Data Availability Summary updated on the WEB	2.4.5/18	15 work days after end of month	Receipt of report 15 work days after end of month
Notify government of DART problems	2.5.11/22	Upon Occurrence	Within 3 hours of determination
Release valid data and stop invalid data	2.5.11/22	As soon as known	Normal DAC policy
DART Climatic summaries	2.5.11/22	15 days after end of the calendar year	1 review cycle

Appendix E





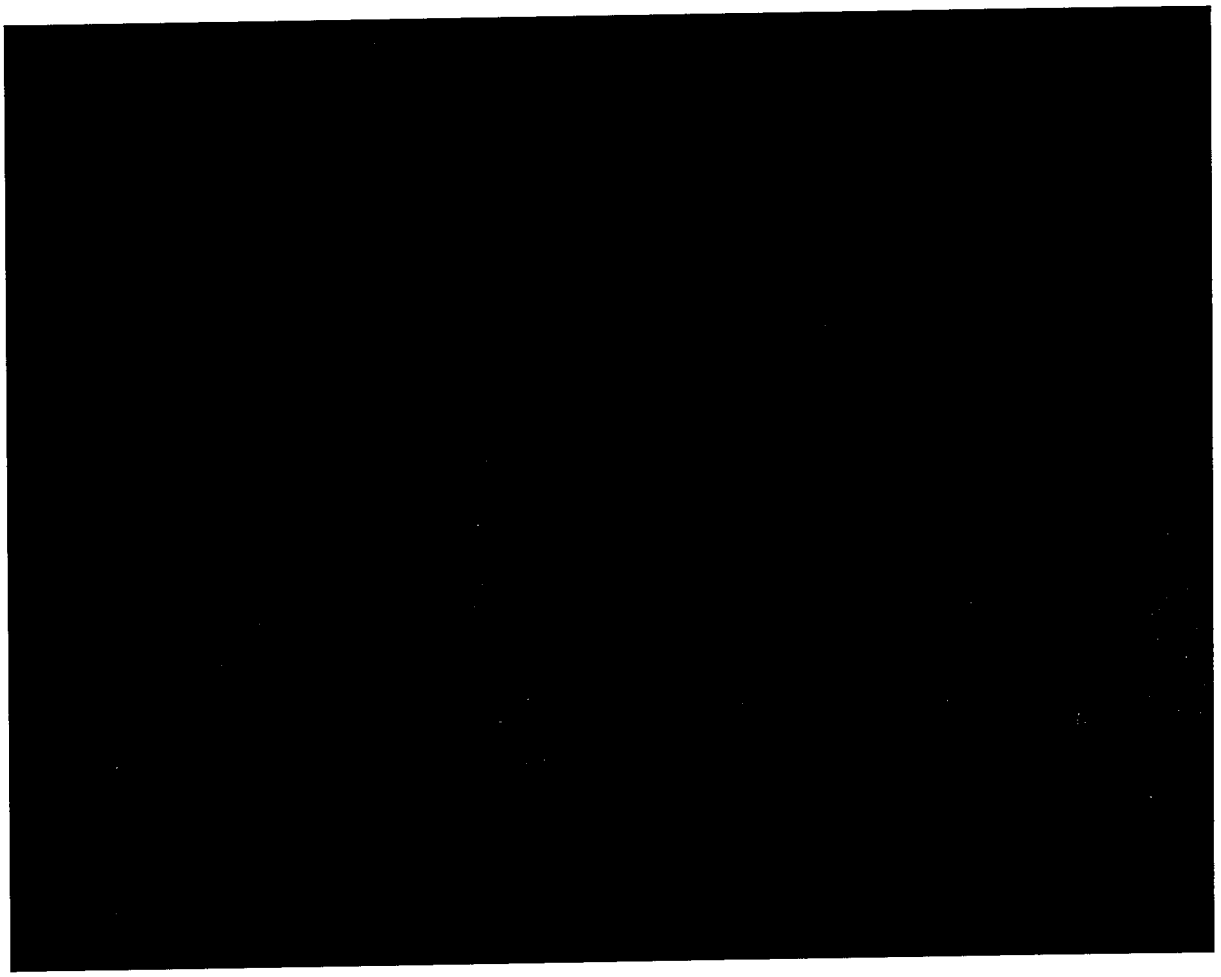


APPENDIX F – OSMC DELIVERABLES/SUBMITTALS TABLE

Deliverables/Submittals	Task ID	Due Date	Acceptance Criteria
CLIN 3 – OSMC			
Weekly status reports identifying progress, problem areas and status.	3.1	Due COB every Friday	Upon Submission

Table1

Observations Expected (July 2009 –June 2010)



Task #33													
CLIN #1													
Pos #	Labor			Rate	Hours	2nd	3rd	Hours	Total	IGE			
	Category				Proposed	shift	shift	IGE	Proposed	Totals			
[redacted]													
	Totals												
CLIN #2													
[redacted]													
	Totals												
CLIN #3													
[redacted]													
	Totals												

Cost and Technical Analysis
05-TOS-33

1. Proposed technical approach - Satisfactory
2. Proposed skill mix – Adequate and reasonable
3. Proposed level of effort - Reasonable and supported by IGE
4. All desired deliverables – All being offered
5. All desired tasks – Achieved
6. Performance measures are consistent with your QASP – Yes.
7. List of negotiation items (if you have any).